

From: RBMCLEAN@aol.com@inetgw
To: Microsoft ATR
Date: 12/9/01 3:20pm
Subject: Microsoft Settlement Complaint

US Dept. of Justice
Antitrust Div.
Microsoft Settlement Complaint

Gentlemen:

As a user of Microsoft Windows 3.1, 95 and 98 SE, I feel that the settlement agreed to by the parties does not address many of the complaints regarding Microsoft's business practices for the following reasons:

1. There are still quite a few bugs in Windows 98 SE and I don't think the way to resolve these a to sell a new operating system. There seems to be no other way to address them as there is no alternative to Microsoft's software than Linux, which requires learning a whole new system.
2. I believe Microsoft has too much clout in the software business and too easily overshadows or obstructs other software developers from producing new innovations. An example of this is that Kodak's imaging software's being more difficult to address in Windows XP.
3. Each new Windows edition obsoletes earlier versions of Microsoft software, such as the MSOffice programs, so that if you have an earlier version, you cannot process downloads from later versions. This forces you to buy the newer versions, just to communicate.

My suggestion is that Windows should become a utility in the public domain, with source code available to other developers. Microsoft should be the ultimate keeper of the code and be compensated for each new edition. Software used in the Windows operating system should be a competitive industry, so that other developers could

produce
innovative software and pricing would be competitive based on perceived
value.

Sincerely,

Bob McLean